

W Y O M I N G CAREERS®



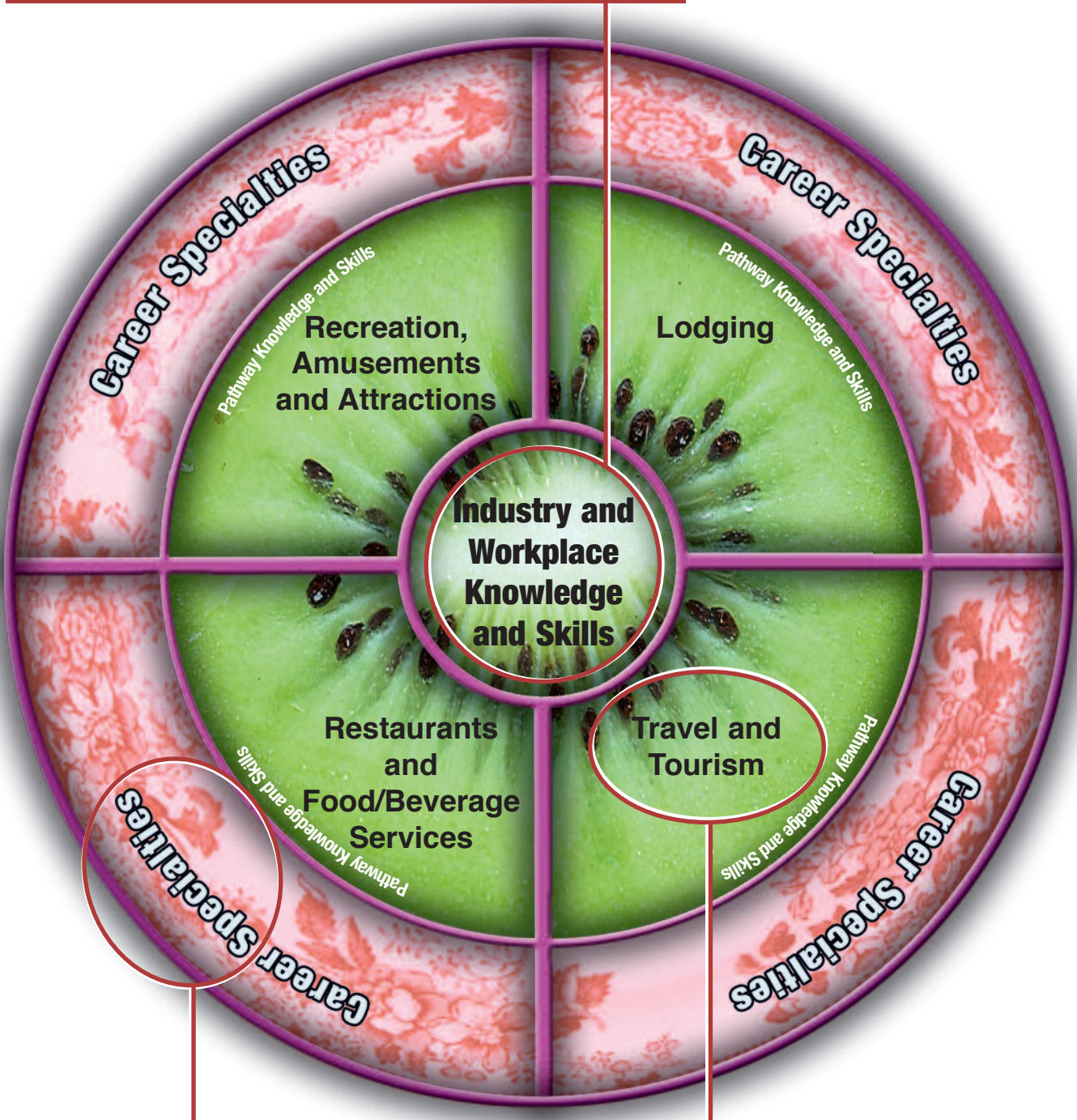
Hospitality & Tourism encompasses the management, marketing and operations of restaurants and other food services, lodging, attractions, recreation events and travel-related services.

Career Cluster Guide

2009-2010

CAREER CLUSTER MODEL

Industry and workplace knowledge and skills are taught and reinforced in all pathways and at all levels.



Highly specific career specialty skills are taught at the postsecondary level by colleges, trade schools, apprenticeships or other training options.

High schools offer some or all pathways to students and teach pathway-specific knowledge and skills.

PATHWAY

SPECIFIC OCCUPATIONS

Restaurants and Food/Beverage Services

- General Manager
- Food and Beverage Manager
- Kitchen Manager
- Catering and Banquets Manager
- Service Manager
- Maitre'd
- Baker
- Brewer
- Caterer
- Executive Chef
- Cook
- Pastry and Specialty Chef
- Bartender
- Restaurant Server
- Banquet Server
- Cocktail Server
- Banquet Set-Up Employee
- Bus Person
- Room Service Attendant
- Kitchen Steward
- Counter Server
- Wine Steward
- Host
- Restaurant Owner

Lodging

- Front Office Manager
- Executive Housekeeper
- Director of Sales and Marketing
- Chief Engineer
- Director of Human Resources
- Rooms Division Manager
- Director of Security
- Controller
- Food and Beverage Director
- Resident Manager
- Director of Operations
- General Manager
- Regional Manager
- Quality Assurance Manager
- Corporate Manager
- Lodging Manager
- Owner/Franchisee
- Administrative Support
- Uniformed Services Support
- Communications Supervisor
- Front Desk Supervisor
- Reservations Supervisor
- Laundry Supervisor
- Room Supervisor
- Bell Captain
- Shift Supervisor
- Sales Professional
- Night Auditor
- Front Desk Employee
- Valet Attendant
- Bell Attendant
- Door Attendant
- Concierge
- PBX Operator
- Reservationist
- Guest Room Attendant
- Public Space Cleaner
- Laundry Attendant
- House Person
- Maintenance Worker
- Van Driver

Travel and Tourism

- Executive Director
- Assistant Director
- Director of Tourism Development
- Director of Membership Development
- Director of Communications
- Director of Visitor Services
- Director of Sales
- Director of Marketing and Advertising
- Director of Volunteer Services
- Director of Convention and Visitors Bureau
- Market Development Manager
- Group Sales Manager
- Events Manager
- Sales Manager
- Destination Manager
- Convention Services Manager
- Heritage Tourism Developer
- Travel Agent (Commercial and Vacation)
- Event Planner
- Meeting Planner
- Special Events Producer
- Nature Tourism Coordinator
- Tour and Travel Coordinator
- Tourism Marketing Specialist
- Transportation Specialist
- Welcome Center Supervisor
- Visitor Center Counselor
- Tourism Assistant
- Executive Assistant
- Tour Guide
- Tour Operator
- Motor Coach Operator
- Tour and Ticket Salesperson

Recreation, Amusements and Attractions

- Club Manager
- Club Assistant Manager
- Club Instructor
- Club Equipment and Facility Maintenance Coordinator
- Club Scheduler
- Club Event Planner
- Club Membership Developer
- Parks and Gardens Director
- Parks and Gardens Activity Coordinator
- Parks and Gardens Access Manager
- Parks and Gardens Safety and Security Officer
- Parks and Garden Ranger
- Resort Trainer
- Resort Instructor
- Resort Equipment Maintenance Coordinator
- Resort Scheduler
- Gaming and Casino Manager
- Gaming and Casino Supervisor
- Gaming and Casino Dealer
- Gaming and Casino Slot Supervisor and Maintenance Technician
- Gaming and Casino Security and Safety Manager
- Fairs/Festival Event Planner
- Fairs/Festival Set-up Supervisor
- Fairs/Festival Facility Manager
- Fairs/Festival Promotional Developer
- Theme Parks/Amusement Parks Resale Department Manager
- Theme Parks/Amusement Parks Area Retail Manager
- Theme Parks/Amusement Parks Area Ride Operations Manager
- Theme Parks/Amusement Parks Group Events Manager
- Family Centers Manager
- Family Centers Equipment Operator/Maintenance
- Historical/Cultural/Architectural/Ecological/Industrial Sites Guides/Ranger
- Historical/Cultural/Architectural/Ecological/Industrial Sites Exhibit Developer
- Museums/Zoos/Aquariums Docent
- Museum/Zoos/Aquariums Animal Trainer and Handler
- Museums/Zoos/Aquariums Exhibit Developer

Wyoming's Highest-Paying, Fastest-Growing Jobs

Title	Basic Description O*NET/SOC Description (may be truncated)	Anticipated Total 2014 Employment	
Source: See footnote #1	Source: See footnote #1	Source: See footnote #1	
Amusement and recreation Attendants	Perform variety of attending duties at amusement or recreation facility.	872	
Bakers	Mix and bake ingredients according to recipes to produce breads, rolls, cookies, cakes, pies, pastries, or other baked goods.	495	
Chefs and head cooks	Direct the preparation, seasoning, and cooking of salads, soups, fish, meats, vegetables, desserts, or other foods.	448	
Combined food preparation and serving workers, including fast food	Perform duties which combine both food preparation and food service.	5,406	
Cooks, fast food	Prepare and cook food in a fast food restaurant with a limited menu.	2,548	
Cooks, restaurant	Prepare, season, and cook soups, meats, vegetables, desserts, or other foodstuffs in restaurants. May order supplies, keep records and accounts, price items on menu, or plan menu.	2,270	
First-line supervisors/managers of food preparation and serving workers	Supervise workers engaged in preparing and serving food.	2,242	
First-line supervisors/managers of housekeeping and janitorial workers	Supervise work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.	705	
First-line supervisors/managers of personal service workers	Supervise and coordinate activities of personal service workers, such as supervisors of flight attendants, hairdressers, or caddies.	455	
Food preparation workers	Perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat, and brewing coffee or tea.	1,815	
Food service managers	Plan, direct, or coordinate activities of an organization or department that serves food and beverages.	865	
Hotel, motel, and resort desk clerks	Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.	1,241	
Janitors and cleaners, except maids and housekeeping cleaners	Keep buildings in clean and orderly condition.	5,323	
Lodging managers	Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.	480	
Waiters and waitresses	Take orders and serve food and beverages to patrons at tables in dining establishment.	6,598	

1. Source: doe.state.wy.us/lmi
2. Source: www.careerinfonet.org

Hospitality & Tourism

	Wyoming Number of New Jobs, Projected 2004-2014	Wyoming Estimated Hourly Average Wage	Wyoming Estimated Yearly Wage	Most Common Education/ Training	Suggested Programs of Study	Is at least one of these programs available in Wyoming?
	Source: See footnote #1	Source: See footnote #1	Source: See footnote #1	Source: See footnote #2	Source: See footnote #2	
	198	\$10.48	\$21,807	Short-term on-the-job training	No information about "Instructional Programs" for this occupation is available.	Yes
	45	\$10.64	\$22,132	Long-term on-the-job training	• Baking and Pastry Arts/Baker/ Pastry Chef	Yes
	69	\$16.86	\$35,067	Work experience in a related occupation	• Cooking and Related Culinary Arts • Culinary Arts/Chef Training	Yes
	735	\$8.07	\$16,785	Short-term on-the-job training	• Food Preparation/Professional Cooking	Yes
	349	\$7.56	\$15,724	Short-term on-the-job training	• Food Preparation/Professional Cooking	Yes
	312	\$10.33	\$21,492	Long-term on-the-job training	• Cooking and Related Culinary Arts	Yes
	315	\$12.92	\$26,887	Work experience in a related occupation	• Cooking and Related Culinary Arts • Food Service Systems Administration • Restaurant, Culinary, and Catering Management	Yes
	122	\$15.30	\$31,822	Work experience in a related occupation	• Hospitality Administration/Management • Hotel/Motel Administration/Management	Yes
	72	\$14.50	\$30,148	Work experience in a related occupation	• Hospitality Administration/Management • Hotel/Motel Administration/Management	Yes
	289	\$9.28	\$19,304	Short-term on-the-job training	• Food Preparation/Professional Cooking	Yes
	81	\$20.13	\$41,870	Work experience in a related occupation	• Hospitality Administration/Management • Hotel/Motel Administration/Management • Restaurant, Culinary, and Catering Management	Yes
	214	\$9.32	\$19,377	Short-term on-the-job training	No information about "Instructional Programs" for this occupation is available.	Yes
	939	\$11.34	\$23,589	Short-term on-the-job training	No information about "Instructional Programs" for this occupation is available.	Yes
	90	\$20.32	\$42,270	Work experience in a related occupation	• Hospitality Administration/Management • Hotel/Motel Administration/Management • Resort Management • Selling Skills and Sales Operations	Yes
	850	\$7.57	\$15,756	Short-term on-the-job training	• Dining Room Management	Yes

For additional information
and resources, go to:
[http://www.wyomingworkforce.org/resources/
links_career.aspx](http://www.wyomingworkforce.org/resources/links_career.aspx)

PROGRAMS OF STUDY

WYOMING COMMUNITY COLLEGES

HOSPITALITY & TOURISM

Casper College

Central Wyoming College

Eastern Wyoming College

Laramie County
Community College

Northwest College

Northern Wyoming
Community College District

Western Wyoming
Community College

MAJORS

Assistant Coach
Business Administration
Business Management
Cosmetology
Culinary Arts
Customer Service – Business Environment
Customer Service – Business Skills
Customer Service – Computer Skills
Customer Service – Contact Skills
Customer Service – Specialist
Environmental Science and Leadership
Esthetician
Exercise Science
Fitness Leadership
Golf and Sports Turf Management
Hair Technology
Horse Management
Horticulture
Hospitality Management
Hospitality – Food and Beverage Management
Hospitality – Human Resource Management
Hospitality – Marketing and Sales Management
Hotel and Restaurant Management
Hotel Management
Major Hotel Management
Major Restaurant Management
Marketing
Massage Therapy
Museum/Gallery Studies
Outdoor Education and Leadership
Outdoor Education and Recreation
Outdoor Recreation
Physical Education
Restaurant Management
Wilderness Emergency Medical Technician
Wilderness First Responder

AS - Associate of Sciences
AA - Associate of Arts
AAS - Associate of Applied Sciences

AB - Associate of Business
C - Certificate

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UNIVERSITY OF WYOMING

COLLEGE OF AGRICULTURE

Bachelor's

Master's

Doctorate

MAJOR Agriculture Communications

COLLEGE OF ARTS AND SCIENCES

MAJORS

American Studies

Communications

History

International Studies

Journalism

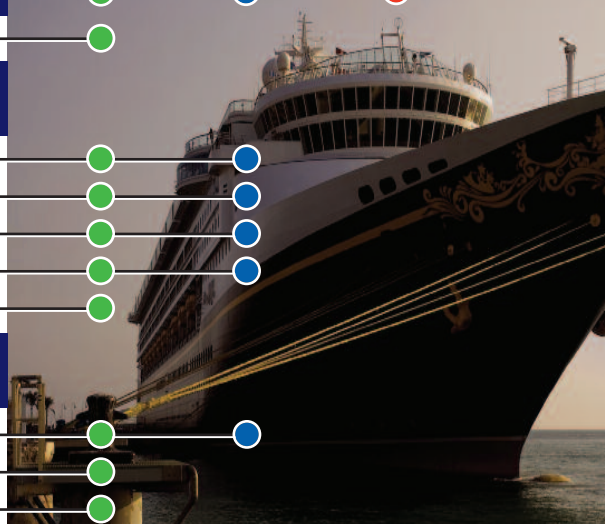
COLLEGE OF BUSINESS

MAJORS

Business Administration

Management

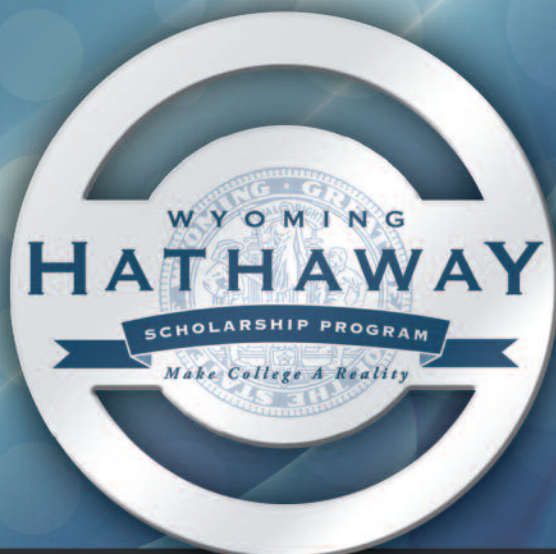
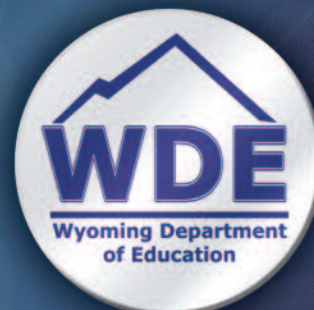
Marketing



Degree: An award conferred by a college or university signifying that the recipient has satisfactorily completed a defined academic or vocational-technical program of study: Associate of Arts, Associate of Science, Associate of Applied Science, Bachelor of Arts, or Bachelor of Science.

Certificate: An official document issued to a student by a college or university attesting to the training, aptitude and/or qualification gained from the satisfactory completion of a defined program of study. Credit hours vary from 0 to 60 credit hours and are awarded for attendance or specific skills gained. (Attendance requirements vary from one hour to two years of study, depending upon program requirements.)





Notice

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Future versions of the Wyoming Career Cluster Guides and accompanying Planning Guide may be modified in terms of content and format based upon user input. Please direct all suggestions and inquiries in writing to:

Career Cluster Coordinator
Wyoming Department of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050



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States' Career Clusters Initiative 2006
www.careerclusters.org